

Terminating or Changing Telephone Service

Have you ever moved to a new residence or business location and months later received an unexpected telephone bill for service at the old address? It could happen if you do not take precautionary steps.

What To Do When Changing Phone Service

- When moving, contact your local and long distance telephone companies to set up your accounts and calling plans for your new location.
- If you switch long distance companies or calling plans, contact the new company within seven to ten days to verify that the change is in effect. If you have several phone lines in your home or business, confirm that the switch has been made on all lines.
- Always make sure your service is with the company you prefer, you receive the calling features requested, and you are placed on the calling plan you favor.
- When returning to full service after long distance service has been blocked for nonpayment, contact your local and long distance companies to make sure you are returned to your preferred long distance company and calling plan.
- Ask your local telephone provider for a lock or “freeze” on your choices of in-state and inter-state long distance companies. You can also choose to have *NO* long-distance carriers.

Further Assistance

If a problem cannot be resolved by speaking with your telephone company, contact the Michigan Public Service Commission (MPSC)

- by phone at 800-292-9555
- online at michigan.gov/mpsc
- by mail at:

Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909